

# **LAN BUILDING MEETING MINUTES April 18, 2000**

## **Attendance:**

Pete Freeman	OT
Teri Franklin	DCFS
Joe Torres Jr.	DAAS
Ray Winger	COMP
Jody Talbot	EDO
Kathy Wilcox	ORS

## **Welcome:**

Pete welcomed everyone to the meeting.

## **Minutes:**

Pete announced that the minutes from last months meeting was placed on the web two days ago. He asked if anyone had the opportunity to review last months minutes. He asked those who were able to review them if there were any changes that needed to be made to them. There were none.

Pete did mention that he paraphrased a lot of the minutes for last months meeting. This was due to a lengthy discussion on the same topic. Pete put in the minutes the main items that were presented and discussed. There were no issues or concerns with the minutes as they were created. Pete asked if there are any in the future, to send them to him and he will make the corrections.

The minutes were accepted as written.

## **Action Items:**

Joseph Gonzalez was having some mapping problems. Joseph was not in attendance to the meeting.

Pete said that he had spoken to Joseph concerning the problem and found that it was intermittent and only when he was at other people's pc. Because of this Joseph will call the help desk when the problem occurs and open a ticket for its resolution. This action item is closed.

Pete was to contact Duane Wichman at Gateway to clarify the ability to purchase pc that are above the minimum standard. Pete explained that he had spoken to Duane and clarified this issue with him. This action item is closed.

Pete was to contact Gateway concerning the graphics accelerator problem that finance was having with their Report Management program. Pete explained that he had spoken with Duane Wichman concerning the issue and

found that Gateway does not modify Windows 95 in any way to function differently with the Graphics Accelerator feature of the video card. Duane mentioned that the problem could be with the mother board on the systems, but the engineers would need to work with the programmers of the program in question to determine what the problem was. Pete explained that he relayed this information to Les Roberts in Finance and is closing the action item.

Mike Thompson was to take to the standards committee the procedure for surplus equipment and have it made a standard. Pete explained that OT has drafted a policy/procedure document that they will have Mike take to the committee. Mike currently does not have a meeting setup for the standards committee but will be scheduling one. This action item remains open.

## **New Business:**

### **Evaluations**

Pete stated that OT has finished evaluating the Dell and IBM Desktop pcs and the IBM laptop pc with the current working environment and all the standard apps. Pete said the Dell evaluated very well and is very fast. Pete reviewed the case design stating it was very accessible and modular making it easy to service and replace parts. The software and operation of the pc also evaluated very well. There weren't any lockups with any of the software. Pete stated that for track record and support, the best that OT can do is go from the pc reviews in the trade magazines and recommendations from the vendors. Both these sources seem to be very favorable for Dell.

Pete stated that Dell pcs are purchased direct from the manufacturer. He also stated that OT is going to recommend the Dell Desktop pc to the standards committee to make it a supported standard.

Ray Winger asked if the Dell laptop was going to be evaluated. Pete stated that it will be, but OT has not received an evaluation laptop yet from Dell.

Ray Winger asked what would be the determining factor for purchasing either a gateway or a dell. Would it be price? Pete stated that it usually boils down to the price of the pc. Pete recommended getting a bid for what is wanted from both vendors and then compare the price.

Ray Winger asked if Pete would send the contact information for Dell when it is approved by the standards committee. Pete said that he ~~action item~~ **Action Item:** Pete to send Dell contact information to building when Dell is approved as a standard.

Joe Torres asked how long it would be before agencies could start buying Dells. Pete stated as soon as it is made a standard by the standard committee. He explained that it has taken about a month and half just to get the eval pcs here and evaluated.

Pete explained that the IBM laptop did not evaluate well due to all the problems encountered in setting up Windows 95. It will not be recommended to be made a standard. The IBM desktop evaluated ok but will not be recommended to be made a standard either due to concerns about IBM support. The IBM desktop will be put on hold while other options are explored.

OT is working on getting in the Compaq EP series desktop for evaluation as well as a pc from Tangent.

**SAFE:**

Mike Thompson is currently busy dealing with the new MQ Series installations around the state for the department.

The current version is 2.2.05 Build 507

Pete stated that MQ Series is installed around the state and working. There are some problems that are currently being worked on.

**Connecting Point:**

Pete stated that OT is working on several invoices that have been billed incorrectly by connecting point. There was a time period when OT switched their main business dealings to Uinta Business Systems due to problems that had been encountered with Connecting Point. One of those problems was with billing. Pete stated that the department has a new sales representative for connecting point that is very good and is working on getting the billing problems resolved.

Most of the billing issues have been found to stem from incorrect customer codes being used by Connecting Point to bill for a purchase made by an agency. Connecting Point has taken the initiative to straighten out their customer codes and rebill the problem invoices to the proper agencies. Pete stated that once the customer codes are corrected he will distribute to each agency's purchasing agent the proper customer code Connecting Point would use for billing them. ~~Action Item: Make Pete distribute Connecting Point Customer Codes to agency purchasing agents.~~

Pete stated that these customer codes are only used for Connecting Point.

**Maintenance Day:**

Maintenance day is scheduled for May 20<sup>th</sup>. The Admin server for the DHS Administrative building will be upgraded to netware 5.1. This will require the server to be downed and restarted, possibly several times. Pete wanted everyone to be aware that there will be down time required for this maintenance day. This will also affect telecommuters that dial into NetConnect. Those that use Citrix may be affected by not being able to access their data, but will still be able to work with new data or run the programs.

Pete stated that he would send an email notification concerning maintenance day a week in advance to let remind everyone and to let them know what will be happening.

**GroupWise Client Upgrade:**

The Client upgrade for GroupWise is still being tested. Pete will let everyone know when it will be occurring in this building.

**HRE Update:**

Pete stated that there will be a new HRE update pushed out on May 15<sup>th</sup>. The update will be distributed through NAL.

**Any upcoming agency moves, projects, etc.:**

No upcoming agency moves.

**Customer Support Priorities:**

Improving the customer support process.  
Support Standards.

**Action Items next meeting:**

- **Pete** - Pete to send Dell contact information to building when Dell is approved as a standard.
- **Pete** - Pete to distribute Connecting Point Customer Codes to agency purchasing agents.
- **Mike Thompson** - Take surplus draft to the standards committee to have a standard made.

**Next meeting is scheduled for May 16, 2000. No further comments the meeting was adjourned at 3:00 P.M.**